International Academic Multidisciplinary Research Conference 2023

Proceeding of

INTERNATIONAL ACADEMIC MULTIDISCIPLINARY RESEARCH CONFERENCE IN AMSTERDAM 2023

Amsterdam, Netherlands
17-19 February 2023

ICBTS 2023

Edited by   Kai Heuer, Wismar University, Germany
Chayanan Kerdpitak, IBEST Conference & Publication, USA
Nitaigour Premchand Mahalik, California State University, Fresno, USA
Bob Barrett, American Public University, USA
Vipin Nadda, University of Sunderland, United Kingdom
Kelum Gamage, University of Glasgow, UK
Wan-Hsuan Yen, National Taiwan Normal University, Taiwan
Maria Assif, University of Toronto, Canada

INTERNATIONAL ACADEMIC MULTIDISCIPLINARY RESEARCH CONFERENCE IN AMSTERDAM 2023

Amsterdam, Netherlands

17-19 February 2023

Edited by

Kai Heuer, Wismar University, Germany

Chayanan Kerdpitak, IBEST Conference & Publication, USA

Nitaigour Premchand Mahalik, California State University, Fresno, USA

Bob Barrett, American Public University, USA

Vipin Nadda, University of Sunderland, United Kingdom

Kelum Gamage, University of Glasgow, UK

Wan-Hsuan Yen, National Taiwan Normal University, Taiwan

Maria Assif, University of Toronto, Canada

MANAGERIAL FACTORS AFFECTING HUMAN CAPITAL DEVELOPMENT: A CASE STUDY OF PUBLIC HOSPITAL IN BANGKOK

Ratirath Na Songkhla[1], Oraphan Decha[2], Montipa Vilasthip[3], Pannalin Suchookorn[4], Pinyapat Ratnaprit[5]

College of Innovation and Management, Suansunandha Rajabhat University[1,2,3,4,5]
E-Mail: Ratirath.Na@ssru.ac.th[1], Oraphan.De@ssru.ac.th[2], Montipa.Vi@ssru.ac.th[3], Pannalin.Su@ssru.ac.th[4], Pinyapat.Ra@ssru.ac.th[5]

ABSTRACT

This research paper aims to (1) study the level of human capital development of the public hospital in Bangkok (2) study managerial factors affecting human capital development of the public hospital in Bangkok. This study was a quantitative research study that utilized a questionnaire as a research instrument. The sample consisted of 145 hospital officers. Data were analyzed by a statistical package and presented descriptive statistics in terms of frequency, percentage, mean, and standard deviation and regression analysis for inferential statistics.

The results showed that (1) career development and organizational development of human capital development of the public hospital in Bangkok have a high level (2). The model of managerial factors affecting human capital development of the public hospital in Bangkok is as follows: human capital development of the public hospital in Bangkok = 0.975 + (0.258 * support of management) + (0.222 * techniques and knowledge transfer methods) + (0.189 * willingness and commitment to work) + (0.085 * technological advancement) which can explain the human capital development of the public hospital in Bangkok at 45.9 percent and there is a standard error in forecasting equal to $\pm.118$

The contribution of this research is to exploit the results from the study as a guideline policy for the improvement of human capital development of the public hospital in Bangkok.

Keyword: Managerial factors, human capital development, public hospital in Bangkok

INTRODUCTION

Human capital development is the main task of each organization to carry out because it is a critical factor that contributes to the organization's quality, social acceptance, Human capital development to have knowledge, understanding, and timeliness to the rapid changes of the world, promoting and improving the working skills of personnel, as well as enhancing the knowledge, abilities and good attitudes towards the performance of the work they are responsible for to be of quality and achieve satisfactory success for that organization.

As society evolves into a globalization era, the main thing to consider is the change in the environment both inside and outside the organization, so the management of organizations focuses on knowledge ledge, skill, and ability in the performance of personnel as the key to adapting to the changing environment by applying new technologies or sciences to enhance the

use of new knowledge in their operations. Thus. organizations should see the importance of human capital development first, as it is a process that will increase knowledge, expertise, and the operational capability of all personnel in the organization (Nisdar Vejyanon, 2008). Also, an attention to provide employees an information is beneficial. (Panida Ninaroon *et al.,* 2022).

Public hospital in Thailand has many services, users have many channels to choose services according to their convenience and suitability, which has created competition in terms of quality and service methods to incentivize users to satisfy their users with the hospital, making human capital management an important aspect of the operation. From the study, there is positive and significant link among the service quality, employee satisfaction and loyalty on the effective human resources management in Thailand. (Oraphan Decha *et al.*, 2020). As mentioned above. Therefore, to study managerial factors affecting human capital development in public hospital in Bangkok could use as a policy guideline in hospital for greater success in the future since to focus on potential development to people are important aspects in remaining competitive in today business environment (Ratirath Na Songkhla *et al.*, 2021)

OBJECTIVE

1) to study the level of human capital development of the public hospital in Bangkok
2) to study managerial factors affecting human capital development of the public hospital in Bangkok.

REVIEW OF RELATED LITERATURES AND RESEARCH

Concepts and theories about human resource management

Arwen Mandy et al. (R. Wayne Mondy, Robert M. Noe and Shane R. Premeaux.) (1999) discussed the factors influencing training and development as follows; managerial support, intention and commitment, knowledge transfer techniques, and technological advancements are advancements.

Based on the above definition, it can be concluded that the human resource management component is the operation from getting people to work in the organization. Maintaining the maximum benefits of workers in the organization and taking care of workers' exits by applying the following principles: human resource planning, recruitment, etc. The selection and orientation of new workers is managed in the process of maintaining the best possible work, including welfare and progression in the position.

Pimchanok wongcharoen (2015) Have studied the subject. Factors influencing the development of human resources towards the organization of learning Bumrungrad Hospital Case Study. The results of the study showed that the results of the Human capital development analysis in Bumrungrad Hospital and the opinions on Human capital development in Bumrungrad Hospital as a whole had a large influence. When considered on a case-by-side basis, sorted from a descending average. It was found that the most in the field of teaching work has the greatest level of influence, the training at work has a large level of influence. The field of attending seminars has a huge degree of influence. Further education has a large degree of influence, the field of looking at work outside is very influential. The self-learning side has

a large degree of influence on assignments, there is a lot of influence, and in the field of job rotation, there is a moderate influence. When considering each aspect.

RESEARCH METHODOLOGY

This research is exploratory research to study Managerial factors affecting human capital development: A case study of public hospital in Bangkok. The procedures are as follows:

1. Population and sample

The population used in this research was the personnel of a public hospital in Khlong San district. There were 66 civil servants and 143 supporters, including 209 from both parties.

The sample used in this research was personnel of a public hospital in Khlong San district. 66 civil servants and 143 supporters, including 209, calculated the size of the sample from the proportion of the population () with Taro Yamane's formula (Taro Yamane, 1970).

From the suit $N=\dfrac{N}{1+Ne^2}$

$N=\dfrac{209}{1+209(0.05)^2}=137.27\approx138$

when n = sample size

N = the total number of populations used in the study.

e = sampling tolerance with a value equal to .05

We used questionnaires to collect this data 145 sets to prevent data loss Probability sampling is performed by stratified random sampling, which defines the landscape layer as government personnel and support personnel.

2. Research tools

The tools used in this research are questionnaires that researchers have created based on the collection of data obtained from the study of concepts and theories from related research.

3. Collection of Information

This information collection We used questionnaires to collect data from a sample of 145 people. as follows.

1. The researchers asked for the cooperation of the sample population in collecting the data.

2.The researchers presented the questionnaire to the sample to complete the questionnaire.

3. Once the sample has successfully responded to the questionnaire. We examined the completeness of the answers in the questionnaire. If the information is incomplete, then asked for more information and said thank you.

4. Re-code the received questionnaires for evaluation using computer-ready-made programs.

4. Analysis of data and statistics

1. Descriptive statistics analysis describes the demographic characteristics of qualitatively variable samples using frequency and percentage statistics. Use maximum, minimum, mean and standard deviation to analyze administrative factors affecting the Human capital development of public hospital. Using mean and standard deviation

2. Inferential statistical analysis It is used to test the following hypotheses:

2.1 Verification of the correlation between all independent variables, based on the conditions laid down in the preliminary agreement of linear regression analysis using Pearson's simple correlation coefficients. Pearson Product Moment Correlation Coefficient to find a relationship between five quantitative variables: support of management, willingness, and commitment to work, technical and knowledge transfer methods, technological advancements, and Human capital development.

2.2 Check the suitability of administrative factors affecting the Human capital development of hospital personnel in Khlong San district. The VIF (Variance Inflation Factor) has no more than 5 values, tolerance values are not less than 0.2, and Eigen Value is not more than 10.0, so that all independent variables do not correlate with each other and do not form multicollinearity.

2.3 Model analysis Use stepwise multiple regression analysis by using variables to forecast in the model one by one.

2.4 Create a model using the equation.

$Y = a + b_1 x_1 + b_2 x_2 + b_3 x_3 \ldots + b_n x_n$

a = Constant of the forecast equation

$b_1 \,,,= b_2 \, b_3 b_n$ Regression coefficient of forecast variables

$x_1 \,,,x_2 x_3 x_n$ = Forecast variable

RESULTS

The results of the analysis of the demographic characteristics of the respondents were gender, age, level of education, average monthly income.

Demographic characteristics of respondents Of the 145 females, 103 were females, representing 71.0 percent, and 42 males, representing 29.0 percent.

Most ages are under 30 years old. Of the 47 people, 32.4 per cent were followed by 30-35. 45 persons, representing 31.0 per cent and 36-40 years old. Of the 32 people, 22.1 per cent and 40 years of age or older. 21 persons accounted for 14.5 percent, respectively.

At the level of education, the majority graduated with a bachelor's degree of 124 students, representing 85.5 percent , followed by 14 undergrads, representing 9.7 percent , and seven postgraduates , representing 4.8 percent , respectively.

The average monthly income is mainly in the range of 20,001-25,000 baht. 58 persons represented 40.0 percent, followed by more than 25,001 baht. 56 persons, representing 38.6% and 15,000-20,000 baht. 18 persons or 12.4% and under 15,000 baht Of the 13 people, 9.0 percent, respectively.

The results of the analysis of Human capital development of the personnel of one of the hospitals in Khlong San district. Overall, it was found that the overall level was very high ($\overline{X}$ = 3.98, **S.D.** = .156) if considered on a case-by-case basis, the first in terms of professional development ($\overline{X}$ = 4.01, **S.D.** = .226). Second, organization development ($\overline{X}$ = 4.00, **S.D.** = .261), finally, personal development ($\overline{X}$ = 3.94, **S.D.** = .216), respectively, as shown in Table 1.

Table1: Mean and standard deviation Human capital development of public hospital

Human capital development of a public hospital	Comment level		
	$\bar{\text{X}}$	S.D.	Interpret the results
1. Personal Development	3.94	.216	High
2. Career Development	4.01	.226	High
3.Organizational Development	4.00	.261	High
Overview	3.98	.156	High

The analysis of the model revealed that the Human capital development of a public hospital has 45.9 percent with a standard deviation in forecasting of ±.118 statistically significant at .01 as well, this means executive and technical support and knowledge transfer methods, intentions and commitment to work, and technological advancements. It affects the Human capital development. It can be written as a regression equation in the form of a standard score: human capital development of the public hospital in Bangkok = $0.975 + (0.258$ * support of management) + (0.222 * techniques and knowledge transfer methods) + (0.189 * willingness and commitment to work) + (0.085 * technological advancement)

Table 2 Model analysis of managerial factors affecting human capital development: A case study of public hospital in Bangkok

Human capital development of a public hospital	Model
constant	.975
support of management	.258
techniques and knowledge transfer methods	.222
willingness and commitment to work	.189
technological advancements	.085
R^2	.459
S.E.	.118
F	29.650
p-value of F	.000

DISCUSSION

1. Human capital development of a public hospital. Overall, the aspects of personal development, career development, and organizational development are very high. It shows that human capital development is the use of each human potential to perform tasks in the best interests of the organization and to give each person a good sense of the organization, recognize their own values, colleagues and organizations, when considering the characteristics of the

personnel in the organization, it will be found that there are differences both in the organizational and personal sectors on the part of the organization, there will be differences in the objectives and types of organizations, for the personnel in the organization will vary according to the characteristics, age, character, work commitment, and ability to perform both the characteristics of the organization and such personnel will be factors that need to be carefully considered, how necessary it is to determine how much each personnel needs to be developed, how much knowledge, abilities and how much more needs to be considered, what original abilities or potentials there are. And most importantly, how to use Human capital development methods to be the most efficient and cost-effective. To make the development of human resources effective in accordance with the concepts and theories of Gilley & Eggland (1990) define human capital development as the practice of implementing activities that are systematically defined and modeled to enhance knowledge, skills and abilities and improve employee behavior with a focus on development. There are 3 parts: Individual Development, Career Development, Organization Development. Jinchutar Junprasit (2016) claimed that the human capital development of educational personnel, the National Institute of Development Arts found that the opinions of educational personnel, the National Institute of Development Arts, classified according to personal factors, saw that personnel with different personal factors had opinions on the level of human capital development and the level of human capital development problems of educational personnel. The Graduate Institute of Development Arts as a whole and on a case-by-side basis is not different, which is inconsistent with the assumptions set forth, since the opinions of personnel with different personal factors, but whose opinions do not differ, suggest that being young or very old will be of any age. As for the level of education, whether the personnel have a greater or lesser level of education. Variety of disciplines That knowledge. It doesn't affect the level of opinion, and the same goes for the age of service/working age, whether it's just starting to be performing a short job or serving/working for a long time. Therefore, there are opinions on the level of Human capital development and the level of Human capital development problems of educational personnel. The National Academy of Development Arts as a whole and on a per-side basis is no different.

2. From hypothesis testing, The model of managerial factors affecting human capital development of the public hospital in Bangkok is as follows: human capital development of the public hospital in Bangkok = $0.975 + (0.258 *$ support of management) + $(0.222 *$ techniques and knowledge transfer methods) + ($0.189 *$ willingness and commitment to work) + ($0.085 *$ technological advancement) which can explain the human capital development of the public hospital in Bangkok at 45.9 percent and there is a standard error in forecasting equal to $\pm.118$ line with the concepts and theories of Arwen Mandy et al. (1996) discussed the influence of various factors influencing training and resource development. In terms of technological advancements and rapid changes in technology, these will result in the relentless development of the work system production process, the organization will need to develop work skills and adjust the attitudes of employees to accept changes, encourage the pursuit of change to improve the efficiency of work and production to be competitive in the market.

SUGGESTIONS

1. Suggestions for this study are as follows:

1.1 Based on the results of the research, it was found that in the field of personal development, career development and organizational development, the organization should pay more attention to the continuous development of human resources.

1.2 Organization places importance and promotion on managerial factors affecting the development of human resources in the field of support of management, techniques and

knowledge transfer methods, willingness and commitment to work, and technological advancement taking into account the suitability of personnel to perform their tasks in order to achieve greater Human capital development.

2. Suggestions for further research are as follows:

      2.1 In this research, it is only exploratory research. Therefore, to study the human capital development of the organization in depth, the interview method should be used. To obtain in-depth, accurate information.

      2.2 Other managerial factors affecting the Human capital development of personnel in the organization should be studied, in addition to the support of management, techniques and knowledge transfer methods, willingness and commitment to work, and technological advancement.

REFERENCES

Gilley, J.W., and Eggland, S.A. (1989). **Principles of Human capital development**. Cambridge, MA: Perseus Books.

Jinchutar Junprasit. (2016). **Human Resouce Development for Academic Personnel, Bunditpatanasilpa Institute**, Master of Public Administration College of Innovation Management Rajamangala University of Technology Rattanakosin

Mc Lagan, P.A. (1989). **The models: Models for HRD Practice**. Alexandria, V.A.: American society for Training and Development.

Nisdar Vejyanont. (2008). **Human capital development** (1st edition). Bangkok: Faculty of Public Administration, Bachelor of Development Institute.

Oraphan Decha et al. (2020.) **The role of service quality, employee satisfaction and loyalty on the effective human resource management in the pharmacies in Thailand**: Mediating role of customer satisfaction. Systematic Reviews in Pharmacy, 11(3): 1-9.

Panida Ninaroon, Ratirath Na Songkhla & Suwita Prugsaarporn (2022). **Determining the entrepreneurial intention among businessmen of Samut Songkhram Province of Thailand: Does organizational innovation mediates?** International Journal of Health Sciences Vol. 6 (5), pp. 67-80.

Pimchanok wongcharoen (2015). **Factors influencing the development of human resources towards the organization of learning. Case study of Bumrungrad Hospital**. Master of Public Administration degree in Public Administration, Silpakorn University.

Ratirath Na Songkhla et al. (2021). **The marketing efficiency development to create value-added for product and service of community-based tourism. Study case for phatthalung province**. Journal of Environmental Management and Tourism, 2021, 12(1), pp. 266–276.

Taro Yamane. (1970). **Statistics: An Introductory Analysis**. 3rded. New York. Harpre and Row Publications.

Walton, J. (1999). **Strategic Human capital development**. Harlow, UK,: Financial Times Prentice Hall.

Wayne Mondy, Robert M. Noe & Shane R. Premeaux. (1996). **Human Resoucre Management**. United States of America: Prentice Hall Inc.